

servicePLUSsm Benefits At A Glance 2012

<i>The status you earned as of 10/1/11 will remain in effect through 9/30/12</i>	Bronze Level	Gold Level	Platinum Level
Store Qualifications October 1, 2011 — September 30, 2012	All Cengage Learning college store customers qualify at the Bronze level.	<ul style="list-style-type: none"> Stores must maintain a net purchase volume of \$25,000 for the cycle Annual returns ratio is less than 20% Bill-to account must meet Credit Department approval 	<ul style="list-style-type: none"> Stores must maintain a net purchase volume of \$50,000 for the cycle Annual returns ratio is less than 15% Bill-to account must meet Credit Department approval
Returns Policy	12 months from the date of invoice	15 months from the date of invoice	Life of the Edition
Custom Returns Policy	20% 12 months from invoice date	20% 12 months from invoice date	20% 12 months from invoice date
Ordering Discounts	N/A	1/2% discount on all orders received electronically May 15 through June 29 <i>(Orders must ship by June 30 to qualify)</i>	1% discount on all orders received electronically May 15 through June 29 <i>(Orders must ship by June 30 to qualify)</i>
Deferred Payment (upon request)	June: payable September 15 July: payable September 15 November: payable January 15	June: payable September 15 July: payable September 15 November: payable January 15	June: payable September 15 July: payable September 15 November: payable January 15
Stock Locator Service*	Yes	Yes	Yes
Centralized Permissions Service*	Yes	Yes	Yes
CengageBrain College Store Affiliate Program (Sell & Rent)	serviceplus.cengage.com/ cengagebrain2.html (earn 12% – 15% commission)	serviceplus.cengage.com/ cengagebrain2.html (earn 12% – 15% commission)	serviceplus.cengage.com/ cengagebrain2.html (earn 12% – 15% commission)
Sell-Through Assistance	Contact your Cengage Learning Sales Rep	Contact your Cengage Learning Sales Rep	Contact your Cengage Learning Sales Rep
Technology Product Training Resources	serviceplus.cengage.com/ technology.htm	serviceplus.cengage.com/ technology.htm	serviceplus.cengage.com/ technology.htm

This supersedes all previously published program descriptions. Program details are subject to change. *Learn more about these services by visiting FAQs on serviceplus.cengage.com